

RFP22-10

City of Concord, New Hampshire

Purchasing Division

**PRINTING AND MAILING SERVICES
REAL ESTATE AND UTILITY BILLS, NOTICES AND MOTOR VEHICLE
REGISTRATIONS**

Prepared for, and in coordination with the

FINANCE AND GENERAL SERVICES DEPARTMENTS

Proposal Documents
Specifications

Firm: _____

Proposal Due Date/Time: February 23, 2010 Not Later Than 2:00 PM



City of Concord, New Hampshire

PURCHASING DIVISION

COMBINED OPERATIONS & MAINTENANCE FACILITY

311 NORTH STATE STREET

CONCORD, NH 03301

(603) 225-8530 FAX: (603) 230-3656

REQUEST FOR PROPOSALS

The City of Concord, New Hampshire wishes to engage the services of a qualified private firm to provide for the printing and mailing of its real estate and utility bills, notices and motor vehicle registrations for the Finance/Treasury and General Services Departments. Also included would be the printing of A/P and Payroll checks as well as envelopes for the Finance Department. The firm must be lawfully engaged in the service of providing printing and mailing services in the State of New Hampshire.

An overview and detailed specifications are provided later in the Request for Proposal (RFP).

Proposals must be received **no later than 2:00 PM on February 23, 2010** from interested firms, to be eligible for consideration by the City. Each statement shall be submitted in a sealed envelope which is clearly marked,

**"RFP22-10
PRINTING AND MAILING SERVICES
REAL ESTATE AND UTILITY BILLS, NOTICES AND MOTOR VEHICLE
REGISTRATIONS"**

Requests may be issued only by the Purchasing Manager, or his designee, to authorized firms, and are not transferable unless authorized by the Purchasing Manager.

Copies of RFP22-10 are available from the Purchasing Division, City of Concord, Combined Operations & Maintenance Facility, 311 No State Street, Concord, NH 03301 (603-225-8530) or online at www.concordnh.gov/Purchasing.

All proposals received will be considered confidential and not available for public review until after a vendor has been selected.

Liquidated Damages: The CITY and VENDOR recognize that time is of the essence for the requested services and that the CITY will suffer financial loss if the services are not completed within the time specified, plus any extensions thereof allowed in accordance with the specifications. The CITY and VENDOR also recognize the difficulties involved in proving, in a

legal or arbitration proceeding, the actual revenue lost due to services not being completed within the specified time. Instead of requiring any such proof the CITY and VENDOR agree that, not as a penalty, but as liquidated damages the VENDOR shall pay to the CITY:

- a. \$2,500 for each week (seven calendar days or any part thereof) that real estate bills are mailed late
- b. \$500 for each week (seven calendar days or any part thereof) that motor vehicle notices are mailed late
- c. \$1,000 for each week (seven calendar days or any part thereof) that utility bills are mailed late

A delay shall be determined by comparing the guaranteed number of days to mail a particular bill/notice (from delivery of the file(s) by the CITY to the VENDOR to the date the bills/notices are delivered by the VENDOR to the post office) against the actual number of days to mail a particular bill/notice (from delivery of the file(s) by the CITY to the VENDOR to the date the bills/notices are delivered by the VENDOR to the post office).

If the CITY'S Financial Institution experiences difficulties and increased processing time due to the above detailed delays, the VENDOR shall be responsible for reimbursing the CITY'S Financial Institution for any additional costs incurred.

The City reserves the right to reject any or all proposals or any part thereof, to waive any formality, informality, information and/or errors in the proposal, to accept the proposal considered to be in the best interest of the City, or to purchase on the open market if it is considered in the best interest of the City to do so.

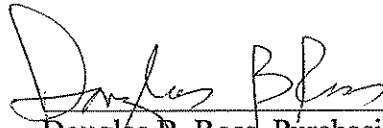
Failure to submit all information as detailed and/or submission of an unbalanced proposal are sufficient reasons to declare a proposal as non-responsive and subject to disqualification.

All proposals are advertised, at the City's discretion, in various publications and are posted publicly as detailed below:

Name	Advertising Medium	Address	Phone/Fax	Email and Web Address
City of Concord, NH	Posted on City Website and in City Hall Lobby	41 Green Street, Concord NH 033301	603.225.8530 603.230.3656 (fax)	purchasing@onconcord.com www.onconcord.com/purchasing
Associated General Contractors	Bid House	48 Grandview Drive, Bow NH 03304	603.225.2701 603.226.3859 (fax)	plansroom@agcnh.org http://nh.agc.org
Construction Summary of NH	Bid House	734 Chestnut St, Manchester NH 03104	603.627.8856 603.627.4524 (fax)	info@constructionsummary.com www.constructionsummary.com

Bid Ocean	Bid House	PO Box 40445, Grand Junction, CO 81501	866.347.9657 877.356.9704 (fax)	bids@bidocean.com www.bidocean.com
McGraw Hill Construction	Bid House	880 Second Street, Manchester NH 03102	603.645.6554 603.645.6714 (fax)	Priscilla_littlefield@mcgraw-hill.com www.construction.com
New England Construction News - CDC News	Bid House	100 Radnor Rd S-102, State College, PA 16801	800.652.0008 888.285.3393 (fax)	mweaver@cdcnews.com www.cdcnews.com

CITY OF CONCORD, NEW HAMPSHIRE



Douglas B. Ross, Purchasing Manager

Date: 1/30/10

Proposal Due Date/Time: February 23, 2010 not later than 2:00 PM

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APPENDICES:

- A. Real Estate Tax Bill (Front)
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 - B-1 (Back)
- C. Return Envelope---Real Estate Tax Bill, Utility and Motor Vehicle
- D. Mailing Envelope---Real Estate Tax Bill & Motor Vehicle
- E. Notice of Motor Vehicle Pre-Registration
- F. Mailing Envelope---Utility
- G. Return Envelope for Disconnect Notice
- H. Real Estate Tax Insert (Front)
 - H-1 (Back)
- I. Utility Billing---with Variable Data (Front)
 - I-1 (Back)
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 - J-1 (Back)
- K. Lockbox Fonts (See bottom of appendix B & E)
- L. Motor Vehicle Registration Enclosed Envelope
- M. Payroll Check
- N. Accounts Payable Check
- O. Payroll and Accounts Payable Check Envelope

GENERAL TERMS AND CONDITIONS

PREPARATION OF PROPOSALS:

Proposals shall be submitted on the forms provided and must be signed by the Proposer or the Proposer's authorized representative. The person signing the proposal shall initial any corrections to entries made on the proposal forms.

Proposers must quote on all requested services unless specific directions in the advertisement, on the proposal form or in the special provisions allow for partial proposals. Failure to quote on all services may disqualify the proposal. When proposals on all services are not required, Proposers shall insert the words "no proposal" where appropriate.

Alternative proposals will be considered, unless otherwise stated, only if the alternate is: (1) Described completely, including, but not limited to specifications sufficient so that a comparison to the request can be made; and (2) Submitted as part of the base proposal response, i.e. it shall not be a separate document which could be construed as a second proposal.

Unless otherwise stated in the Request for Proposal (RFP), prices quoted shall remain firm for a period of **ninety (90) calendar days** after the date and time for receipt of proposals.

Any questions or inquiries must be submitted in writing, and must be received by the Finance Department no later than **seven (7) calendar days** before the Request for Proposals due date to be considered. Any changes to the Request for Proposals will be provided to all Proposers of record in the form of an addendum issued by the Purchasing Agent. Contact persons for questions concerning the RFP shall be:

Douglas B. Ross, Purchasing Manager, Combined Operations & Maintenance Facility, 311 North State Street, Concord, NH 03301, Telephone: (603) 230-3664; (603) 230-3656; or Email: dross@onconcord.com

The Proposer shall not divulge, discuss or compare this proposal with the proposal of any other Proposers and shall not collude with any other Proposer or parties to a proposal whatever. (Note: No premiums, rebates or gratuities permitted either with, prior to, or after any delivery of services is allowed. Any such violation will result in the rejection of the offender's proposal or termination of the offender's contract, as applicable, and removal from the Proposal List).

The vendor may be required to supply proof of compliance with proposal specifications. All costs for such proof or certificates of compliance shall be the responsibility of the vendor.

Unless otherwise stated, all prices are F.O.B.: Destination.

SUBMISSION OF PROPOSALS:

Proposals must be submitted as directed in the Request for Proposals, and on the forms provided unless otherwise specified. Proposals must be typewritten or printed in ink. Proposals must be mailed or delivered in person. Proposals that are faxed or e-mailed will not be accepted.

WITHDRAWAL OF PROPOSALS:

Proposals may be withdrawn prior to the opening date and time upon written, faxed, e-mailed or telegraphic request of the Proposer to the Purchasing Agent. Negligence on the part of the Proposer in preparing this proposal shall not constitute a right to withdraw a proposal subsequent to the proposal opening. Proposals may not be withdrawn for a period of sixty (60) days after the date of opening indicated herein or as modified by addenda.

PROPOSERS INTERESTED IN MORE THAN ONE PROPOSAL:

If more than one proposal is offered by any one party, or by any person or persons representing a party, all such proposals shall be rejected. A party who has quoted prices to a Proposer is not thereby disqualified from quoting prices to other Proposers or from submitting a direct proposal in its own behalf.

RECEIPT AND OPENING OF PROPOSALS:

Proposals shall be submitted prior to the time fixed in the Request for Proposals. Proposals received after the time so indicated shall be returned unopened. Proposals must be mailed or delivered in person. Proposals that are faxed or e-mailed will not be accepted.

PROPOSAL RESULTS:

All proposals received shall be considered confidential and not available for public review until after a vendor has been selected. All proposals shall be subject to negotiations prior to the award of a contract.

TIE PROPOSALS:

When identical proposals are received, with respect to finance advice, cost, service delivery and quality and an institution's financial adequacy award may be made by a toss of coin, with the following exception: When a tie proposal exists between a local (a business establishment within City limits) Proposer and an out-of-town Proposer, preference will be given to the local Proposer. Any Proposer having a local agent who is a bona fide resident of the City is considered a local Proposer. If a tie proposal exists between two local Proposers, or two out-of-town Proposers, the decision may be made by a toss of coin.

LIMITATIONS:

This Request for Proposals (RFP) does not commit the City to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies. The City reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this RFP, if it is in the best interest of the City to do so.

PROPOSAL EVALUATION:

In an attempt to determine if a proposer is responsible, the City, at its discretion, may obtain technical support from outside sources. Each proposer will agree to fully cooperate with the personnel of such organizations.

AWARD OF CONTRACT:

Any contract entered into by the City shall be in response to the proposal and subsequent discussions. It is the policy of the City that contracts are awarded only to responsive and responsible Proposers. In order to qualify as responsive and responsible, a prospective vendor must meet the following standards as they relate to this request:

- Have adequate financial resources for performance or have the ability to obtain such resources as required during performance;
- Have the necessary experience, organization, technical and professional qualifications, skills and facilities;
- Be able to comply with the proposed or required time of completion or performance schedule;
- Have a demonstrated satisfactory record of performance; and
- Adhere to the specifications of this proposal and provide all documentation required of this proposal

The contract will be awarded to a responsive and responsible Proposer based on the qualifications and experience of the Proposer, the Proposer's ability to provide ongoing technical support, the Proposer's delivery and quality of the requested service, the Proposer's financial adequacy and the Proposer's fee proposal. **See the proposal evaluation sheet for more detail concerning how each proposal shall be evaluated.** The Proposer selected will be the most qualified and not necessarily the Proposer with the lowest price.

The City of Concord reserves the right to waive any formality, informality, information and/or errors in the proposals submitted and the right to reject any or all proposals at its discretion and to accept the proposal which will be in the best interest of the City; or to purchase on the open market if it is considered in the best interest of the City to do so. In case of error in the extension of prices, the unit prices proposed shall govern and the unit prices in writing shall take precedence over the unit prices in figures. Also, in the event of a discrepancy between the total of the items and the lump sum total stated, the total of the items shall govern.

MODIFICATIONS AFTER AWARD:

The City reserves the right to incorporate minor modifications, which may be required by it. The Proposer will incorporate these changes at no additional cost, but may protest such action and not be bound by any such request if it can prove that the timing or extent of the modifications implies a major effort on its part.

CANCELLATION OF AWARD:

The City reserves the right to cancel the award without liability to the Proposer at any time before a contract has been fully executed by all parties and is approved by the City.

EXECUTION OF AGREEMENT:

The successful Proposer shall sign (execute) the necessary agreements for entering into the contract and return such signed agreements to the City, along with the fully executed surety bonds, within ten (10) calendar days from the date mailed or otherwise delivered to the successful proposer.

APPROVAL OF AGREEMENT:

Upon receipt of the agreement, the CITY shall complete the execution of the agreement in accordance with local laws or ordinances and return the fully executed agreement to the Proposer. Delivery of the fully executed agreement, along with a Notice to Proceed and a City purchase order, to the Proposer shall constitute the City's approval to be bound by the successful Proposer's proposal and the terms and conditions of the agreement.

FAILURE TO EXECUTE AGREEMENT:

Failure of the successful Proposer to execute the agreement within ten (10) calendar days from the date mailed or otherwise delivered to the successful Proposer shall be just cause for cancellation of the award not as a penalty, but as liquidation of damages to the City.

DISQUALIFICATION:

Awards will not be made to any person, firm or company in default of a contract with the City, the State of New Hampshire or the Federal Government.

INSURANCE:

The successful proposer shall procure and maintain insurance, in the amounts and coverage detailed by the proposal documents, acceptable to the City, at the proposer's sole expense, with reputable and financially responsible insurance companies, insuring against any and all public liability, including injuries or death to persons and damage to property, arising out of or related to the goods or proposer's performance hereunder and shall furnish to the City certificates of such insurance and renewals thereof signed by the issuing company or agent upon the City's

request. Such certificates shall name the City of Concord as an additional insured. Such policies shall provide for cancellation only subsequent to 30 days prior written notice to the City.

The City's examination of, or failure to request or demand, any evidence of insurance hereunder, shall not constitute a waiver of any requirement and the existence of any insurance shall not limit the proposer's obligation under any provision hereof.

Except to the extent of comparable insurance acceptable to, or express waiver by the City, the proposer shall, or shall cause any carrier engaged by the proposer, to insure all shipments of goods for full value.

If the agreement with the proposer involves the performance of work by the proposer's employees at property owned or leased by the City, the proposer shall furnish such additional insurance as the City may request in respect thereof, but in any event and without such request, workers' compensation insurance and unemployment compensation insurance as required by laws of the State of New Hampshire and public and automotive liability and property damage insurance. In no event shall such employees of the proposer be deemed to be the employees of, or under the direction or control of the City for any purpose whatsoever.

Attached to this RFP are the requirements for insurance, which must remain in force during the life of the agreement. Prior to contract signing, the successful vendor shall submit evidence of insurability in the form of a Certificate of Insurance to show that the required insurance is currently in force. This Certificate of Insurance shall name the City of Concord as an additional insured.

WORKER'S COMPENSATION:

All proposers and subcontractors at every tier under the proposer will conform with the requirements of RSA 281 Title XXIII, Section 281-A:2 with close attention to sections VI(a), VI(c) and VII(a) as well as Section 281-A:4.

DISAGREEMENTS AND DISPUTES:

All disagreements and disputes, if any, arising under the terms of any agreement, either by law, in equity, or by arbitration, shall be resolved pursuant to the laws and procedures of the State of New Hampshire, in which state any agreement shall be deemed to have been executed. No action at law, or equity or by arbitration shall be commenced to resolve any disagreements or disputes under the terms of any agreement, in any jurisdiction whatsoever other than the State of New Hampshire and Merrimack County.

TERMINATION OF CONTRACT FOR CAUSE:

If, through any cause, the Proposer shall fail to furnish in a timely and proper manner its obligations under this Contract, or if the Proposer shall violate any of the covenants, agreements or stipulations of this Contract, the City shall thereupon have the right to terminate this Contract by giving written notice to the VENDOR of such termination and specifying the effective date

thereof at least thirty (30) days before the effective date of such termination. In such event, all finished or unfinished documents, data, programs and reports prepared by the VENDOR under this Contract shall, at the CITY'S sole option, become it's property and the VENDOR shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents.

Notwithstanding the above, the VENDOR shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of the Contract, and the City may withhold any payments until such time as the exact amount of damages due the City is determined.

TERMINATION FOR CONVENIENCE OF THE CITY:

The City may terminate the contract at any time by giving written notice to the VENDOR of such termination and specifying the effective date thereof, at least ninety (90) days before the effective date of such termination. In that event, all finished or unfinished documents and materials as described in the preceding paragraph shall, at the sole option of the City become its property. If the contract is terminated by the City as provided herein, the VENDOR will be paid an amount which bears the same ratio to the total compensation as the services actually performed bear to the total services covered by this contract, less payments of compensation previously made.

If the City Manager determines city assets to be inadequately protected, then the City Manager may choose to terminate the contract immediately.

ASSIGNMENT PROVISION:

The Proposer hereby agrees that it will assign to the City of Concord all cause of action that it may acquire under the anti-trust laws of New Hampshire and the United States as the result of conspiracies, combination of contracts in restraint of trade which affect the price of goods or services obtained by the City under this contract if so requested by the City of Concord.

OWNERSHIP OF REPORTS:

All data, materials, plans, reports and documentation prepared pursuant to any contract between the City of Concord and the successful vendor shall belong exclusively to the City.

INVOICING:

Unless otherwise stated, invoices are to be submitted in duplicate upon delivery or pick-up to the user department or division. The invoice must include an itemization of all items, supplies, repairs or labor furnished, including unit list price, net price, extensions and total amount due. In addition, on projects that will involve partial/progress payments and/or retainage a summary statement in the following format will be provided with each invoice:

Original Contract Amount	\$\$\$\$\$\$\$\$
Plus/minus Change Orders	\$\$\$\$\$\$\$\$
Total Adjusted Contract Amount	\$\$\$\$\$\$\$\$
Work Completed to Date	\$\$\$\$\$\$\$\$
Less Previous Invoices	\$\$\$\$\$\$\$\$
Less Retainage (if any)	\$\$\$\$\$\$\$\$
Equals: Balance due this Invoice	\$\$\$\$\$\$\$\$
Balance Remaining on Contract	\$\$\$\$\$\$\$\$

All invoices must reference a valid City of Concord Purchase Order Number

PAYMENT:

Unless otherwise stated, payment will be made within thirty (30) days of the completion of the service, in an acceptable fashion, to the City and receipt of invoice, whichever is later.

ANY CASH DISCOUNT SHALL BE READ TO MEAN CITY PAYDAY, CPD.

TAX:

The City is exempt from all sales and Federal excise taxes. Our exemption number is 02-6000177. Please bill less these taxes.

FUNDING OUT:

The City of Concord's obligations to pay any amount due under a contract are contingent upon availability and continuation of funds for the purpose. The City may terminate the contract, for non-appropriation of funds, and all payment obligations of the City cease on the date of termination.

ASSIGNMENT OR SUB-CONTRACTING:

None of the services covered by the contract shall be assigned in full or in part, or sub-contracted without the prior approval of the City.

EXCLUSIVITY:

This contract will be for the services described above; however, this agreement should not be considered exclusive. As deemed necessary, the City reserves the right to obtain these services from any other vendor.

COSTS:

Unless otherwise specified all costs listed are firm for the term of the contract and shall include all labor, materials, transportation and discounts. No fuel surcharges shall be allowed at any time.

AUDIT:

For a period of at least three (3) years after completion of any contract, it is the responsibility of the Proposer to make available at the Proposer's place of business, upon demand, all price lists, documents, financial records and other records pertaining to purchases made and/or work performed under contract for the purposes of audit by the City of Concord.

FORCE MAJEURE:

Neither party shall be liable for any inability to perform its' obligations under any subsequent agreement due to war, riot, insurrection, civil commotion, fire, flood, earthquake, storm or other act of God.

NOTIFICATION:

Notification of the parties shall be considered to have been constructively received when it is mailed via the United State Postal Service or delivered in hand to the parties as stated in the contract.

SEVERABILITY:

If any of the GENERAL TERMS AND CONDITIONS is held to be invalid or unenforceable, it will be construed to have the broadest interpretation which would make it valid and enforceable under such holding. Invalidity or unenforceability of a term or condition will not affect any of the other GENERAL TERMS AND CONDITIONS.

PROVISION REQUIRED BY LAW DEEM INSERTED

Each and every provision and clause required by law to be inserted in this Request for Proposals and any subsequent Contract shall be deemed to be inserted herein and this Request for Proposals and Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either part, the Request for Proposals and/or Contract shall forthwith be physically amended to make such insertion or correction.

DISADVANTAGED BUSINESS ENTERPRISES

The City hereby notifies all Vendors that it will affirmatively insure that in any contract entered into pursuant to this Request for Proposals, disadvantaged business enterprises will be afforded full opportunity to submit proposals in response to this request and will not be discriminated against on the grounds of race, color, national origin, religion, sex, age or disability in consideration for an award.

NON-DISCRIMINATION

Contracts for work resulting from this Request for Proposals shall obligate the Proposer and all Subcontractors not to discriminate in employment practices on the grounds of race, color, national origin, religion, sex, age or disability. Statements as to non-discriminatory practices may be requested from the successful Vendor(s)/Contractor(s).

DEFINITIONS:

Proposal shall also mean quotation, bid, offer, qualification/experience statement, and services.

You, they, contractor, vendor, offerer, bidder, proposer, or respondent refer to the person, firm, institution or company responding to this proposal.

Us, we, owner, the City, and City of Concord refers to the City of Concord. Us and we could refer to the Concord School District.

Proposal shall also mean bid, contract, offer, this document and responses, including all supplemental agreements.

GOVERNING LAW:

The Laws of the State of New Hampshire shall govern all contracts entered into by the City of Concord. Any disputes shall be resolved within the venue of the State of New Hampshire and Merrimack County.

CONTRACT

Any Contract between the City and the VENDOR shall consist of (1) the Request for Proposals (RFP) and any amendments thereto and (2) the VENDOR'S proposal in response to the RFP. In the event of a conflict in language between documents (1) and (2) referenced above, the provisions and requirements set forth and referenced in the RFP shall govern. However, the City reserves the right to clarify any contractual relationship in writing with the concurrence of the VENDOR, and such written clarification shall govern in case of conflict with the applicable requirements contained in the RFP and the VENDOR'S proposal. In all other matters, not affected by written clarification, if any, the RFP shall govern. The VENDOR is cautioned that a submitted proposal shall be subject to acceptance without further clarification. The VENDOR agrees to this process or the CITY shall award the contract to the next subsequent proposer.

FAILURE TO ACKNOWLEDGE THIS PROPOSAL MAY RESULT IN WITHDRAWAL FROM THE PROPOSAL LIST FOR THIS COMMODITY OR SERVICE.

FAILURE TO COMPLY WITH THESE REQUIREMENTS COULD RESULT IN THE CANCELLATION OF AN ORDER OR CONTRACT.

INSTRUCTIONS FOR PROPOSERS

REQUEST FOR PROPOSALS

RFP22-10

PRINTING AND MAILING SERVICES REAL ESTATE AND UTILITY BILLS, NOTICES AND MOTOR VEHICLE REGISTRATIONS

CITY OF CONCORD, NEW HAMPSHIRE

1. GENERAL

The City of Concord, New Hampshire (hereinafter referred to as the CITY), is seeking the services of a qualified private firm (hereinafter referred to as the VENDOR) lawfully engaged in the State of New Hampshire in the practice of printing and mailing bills, notices and registrations to collaborate with its Finance and General Services Departments, in order to provide the services as described herein (see Paragraph 9, **SCOPE OF SERVICES REQUESTED**).

Interested firms should respond to this request by submitting a Proposal on or before the time due for submission (see Paragraph 10, **PROPOSAL PREPARATION**.)

Emphasis in selecting a VENDOR shall be placed on the VENDOR'S experience in projects similar to that which the CITY anticipates undertaking.

Trade secrets or proprietary information submitted by a bidder, offerer, or VENDOR in connection with a procurement transaction shall not be subject to public disclosure under the New Hampshire Freedom of Information Act; however, the bidder, offerer, or VENDOR must invoke the protection of this section prior to, or upon submission of the information or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of said material after award(s) should be stated by the bidder, offerer or VENDOR.

2. PROPOSAL SUBMISSION

In order to be considered responsive, **one (1) original and five (5) identical copies** of the proposal must be submitted to Mr. Douglas Ross, Purchasing Manager, Purchasing Division, Combined Operations & Maintenance Facility, 311 North State Street, Concord, NH, 03301.

Proposals must be received no later than 2:00 PM on February 23, 2010 to be eligible for consideration by the CITY. Each statement shall be submitted in a sealed envelope which

is clearly marked as follows:

RFP22-10
Proposal for
PRINTING AND MAILING SERVICES
REAL ESTATE AND UTILITY BILLS, NOTICES AND MOTOR VEHICLE
REGISTRATIONS

3. GUIDELINES FOR PROSPECTIVE VENDORS

It is the policy of the CITY that contracts are awarded only to responsive and responsible offerers. In order to qualify as responsive and responsible, a prospective VENDOR must meet the following standards as they relate to this request:

- Have adequate financial resources for performance or have the ability to obtain such resources as required during performance;
- Have the necessary experience, organization, technical and professional qualifications, skills and facilities;
- Be able to comply with the proposed or required time of completion or performance schedule;
- Have a demonstrated satisfactory record of performance; and
- Adhere to the specifications of this proposal and provide all documentation required of this proposal

4. CONSIDERATION OF PROPOSALS

It is anticipated that proposals will be reviewed within fifteen (15) days of the advertised opening date, followed by interviews of up to three (3) potential VENDORS and selection of a VENDOR. It is anticipated that a contract will be signed with a VENDOR by April 1, 2010 with a start date of July 1, 2010. The contract shall be for a three (3) year period (July 1, 2010 – June 30, 2013) and may be renewed by mutual agreement for up to three (3) additional one (1) year periods. **All prices submitted must be firm (and not subject to any price increases to include fuel surcharges) for the initial three (3) year period.**

5. LIMITATIONS

This Request for Proposals (RFP) does not commit the CITY to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies.

The CITY reserves the right to accept or reject any or all Proposals received as a result of this request, or to cancel in part or in its entirety this RFP, if it is in the best interest of the CITY to do so.

6. REVISIONS TO THE REQUEST FOR PROPOSALS

Any questions or inquiries must be submitted in writing and must be received by the Purchasing Manager no later than seven (7) calendar days before the Proposal submission date in order to be considered. Any changes to the RFP will be provided to all offerers of record in the form of an addendum.

7. TECHNICAL EVALUATION

In the evaluation of the statements the CITY, at its discretion, may obtain technical support from outside sources. As part of a Proposal, the offerers will agree to fully cooperate with the personnel of any such technical support organization.

8. PROGRAM BACKGROUND

It is the intent of the City of Concord to enter into an agreement with a VENDOR who will comply with City specifications and provide a service that will include the printing and mailing of Motor Vehicle Registrations Notices, Real Estate Tax Bills, and Utility Statements. The contractor must submit a complete proposal for all mailings, dunning notices, and mail shop operations. This service must be done in a timely manner to ensure receipt of proof and completion of complete service. **See paragraph 14. Liquidated Damages**

9. SCOPE OF SERVICES REQUESTED

a. Description of Services Requested

The successful VENDOR must be prepared to make whatever software changes are required to provide printed forms in a format acceptable to the City of Concord at the VENDOR'S cost.

The City of Concord will provide an encrypted-print file via e-mail. A sample file is available via the Internet. File must be destroyed after submission.

The VENDOR must discuss, as part of it's Work Program (**see paragraph 10g.**) the:

- (1) Pros and cons of receiving an ASCII print file or XML file
- (2) Process of printing bills for each file type
- (3) How each file type will affect the CITY changing data
- (4) File type it prefers and why

The VENDOR will meet with the CITY'S representative: (1) to ensure the service will accommodate the City's needs and (2) to review the specifications and provide the City with proofs of all forms for our review and acceptance prior to manufacturing.

The VENDOR will provide an audit report and a PDF file containing all of the Utility Bills printed for the CITY that will verify total bill counts and amounts. A postage settlement produced by the U.S. Postal Service Postmaster will be provided to the CITY. The VENDOR will also provide a pdf of the bill file monthly for motor vehicle and twice a year for real estate.

Each notice will also contain an Optical Character Read (OCR) readable line. For OCR notices, paper samples and an OCR ink color chart must be provided. Forms shall be of the finest quality OCR bond and OCR ink, and shall comply with "BANKTEC" Equipment OCR Specifications for scanning of information. The printed output must contain an OCR-A scan line compatible with "BANKTEC" Equipment OCR Specifications.

The VENDOR must coordinate and test with the CITY'S lockbox processor to ensure quality of documents and readability of the scan line. The quality of the printed material shall be determined by our lockbox operations. If any costs are to be paid by the CITY they must be included on the Cost Sheet.

The Scan Line for Real Estate Taxes, Utility Bills, and Motor Vehicle

2 – Bill Type: 01 Real Estate (RE)
 02 Utility (WS)
 03 Motor Vehicle (MV)

1 – Space
10 – Account number
1 – Space
1 – Check Digit
8 – Date
1 – Space
4 – Billing and Year
1 – Space
10 – Amount Due
1 – Space
10 – Amount Due
1 – Space
10 – Amount Due
1 – Space
1 – Check Digit
61 – Total Characters

Specific to Motor Vehicle Notice Printing

The VENDOR must supply printing services on a high-speed laser printing device to produce the forms as described herein. Pre-printed images are one notice and one remittance advice on an 8 ½" x 11" sheet of paper (quality determined by our lockbox operations). The remittance advice is a tear off, so a perforation will be necessary. The variable data fields are circled on the Notice of Motor Vehicle Pre-registration as illustrated in Appendix E. Quantity is approximately 3,000

– 4,000 monthly. Approximately 48,000 #10 window envelopes are used annually for mailing motor vehicle pre-registration notices. A return envelope (pre-printed #9, non window) will be enclosed with the notice (approximately 48,000 annually). The city also sends out approximately 15,000 motor vehicle registrations and uses a special window envelope (see Appendix R). Potentially, a motor vehicle information insert (approximately 48,000 annually) could be enclosed with each registration. We need the ability to add special message to renewal notice monthly. Please refer to Appendix E, “!!!PLEASE NOTE!!!” section.

Specific to Real Estate Tax Bills

Forms shall be two colors; two sided with perforations between the taxpayer copy and the remittance copies (three forms per 8 ½ x 11 sheet). Pre-printed images are one bill and two remittance copies. Remittance copies are on the middle and bottom thirds (see Appendix A and Appendix B). On the back of each bill taxpayer information is contained. The top third of the bill will contain delinquent information for those accounts with past due tax balances (see Appendix A). Approximately 14,000 bills are sent out semi-annually (in #10 window envelopes) in May and November (total of 28,000 annually). Two return envelopes and, potentially, a taxpayer information insert (total of 14,000 annually) are enclosed with each bill (see Envelopes for Real Estate Tax Bills below).

Insert for Real Estate Tax Bills

Because the information is based on the real estate tax rate, the insert cannot be completed by the CITY until shortly before the bills are mailed. The CITY can provide a laser-ready copy. Potentially, 14,000 information inserts could be sent annually.

Envelopes for Real Estate Tax Bills

Approximately 28,000 #10 window envelopes are used annually for mailing the property tax bills. Each bill has two return envelopes enclosed (preprinted #9, non-window), for a total of 56,000 return envelopes for property tax billing. . PLEASE NOTE: The return envelopes for tax and motor vehicle are the same (preprinted #9, non-window) for a combined total of 104,000. Please price accordingly.

Specific to Utility Billing

The General Services Department desires to contract with an established company that can provide printing, imaging and mailing services for water and wastewater utility invoice statements

Printed Statements and Envelopes

The utility statement is a one part form, 8 ½” x 11”. The statement will have a perforation between the customer’s copy and the remittance portion. Printed bills must also comply with all necessary requirements of the City bank lockbox-processing contractor.

Utility statement Requirements:

- monthly invoice (utility bill) printed on one or two sides, based on cost effectiveness.

•
The envelopes required are:

- monthly mailing envelope, type window, size #10, attachment U-7 (this envelope fits all statements, notices, and return envelopes);
- return envelopes, size # 9 (these fit inside the #10 envelopes), to be included with Statements, directing payments to the City's bank lockbox processing center, return envelopes, size #9 or smaller (based on cost), for CITY use, directing payments to our office as opposed to the City's bank lock box processing center.
- Return envelopes with disconnect notices (Appendix G). These #9 envelopes, which fit inside a #10 envelope, are addressed to the General Services Department rather than the lockbox address as it is crucial to receive these remittances in a timely manner.

Estimated annual quantity:

- Statements: 144,000
- Return envelopes with disconnect notices: 6,000

Invoice Imaging

The utility billing file will be provided in an electronic format, currently an XML file. In the future the CITY may opt to change to a PDF file format. The VENDOR must have the ability to accept the file over the Internet via the VENDOR'S SFTP site. The method must ensure integrity and security of the data. The electronic file must be imaged as described above. It is the VENDOR'S responsibility to determine if their software can read and image correctly the City's electronic billing file. A sample file will be provided upon request.

Note:

All consumption transported in the electronic billing file must be displayed on the customers bill. The electronic billing file may include a notice to customers which must be broadcast among all statements.

The CITY would like the ability to print consumption graphs in the future.

Utility statements are currently mailed to slightly under 12,000 customers on a semi-monthly basis. The City will provide the VENDOR with electronic billing data, approximately 6,000 records or about one half of the utility customers, between the 15th and the 20th of each month. The balance of records will be provided between the 30th and the 10th of each month.

Note: Each statement has an optical character read (OCR) readable line. All statements must be compliant and compatible with the City current system. It is incumbent upon the VENDOR to ensure compliance. The VENDOR must coordinate and test with the City's lockbox processor to ensure quality of documents and readability of the scan line. If any costs are to be paid by the City, they must be included on the Cost Sheet.

Mail Shop Operations: Motor Vehicle, Real Estate, Utility

The proposal must include all trimming, folding, stuffing, and mail operations resulting from the printing of the documents described above.

Each utility billing mailing will include the customer's statement bill, a return envelope and a window envelope. The statement must be folded and inserted along with the return envelope into the window envelope.

From time to time the City may provide inserts for inclusion with the utility statements. These inserts will comply with the proposer specifications, however the specifications may be no more restrictive than the inserted statements.

The VENDOR must provide zip code analysis and the best (presort or otherwise) mail rate available. The VENDOR must mail on or before the date required by the CITY. A certificate of mailing must be provided to show mailing costs. The CITY must be provided, before any mailing of bills, an audit report, which will verify total notice counts and amounts as provided by the U.S. Postal Service. Inserts will include the return envelope(s) as well as occasional pamphlets and/or stuffers. Real Estate Tax bills must be sent first class mail, pre-sorted. VENDOR must follow US postal pre-sort regulations.

Note: The CITY has an internal and documented program for updating our mailing file which is in compliance with postal regulations.

Postage

The CITY will pay for the postage cost for each mailing as it occurs. To receive payment, this cost must be listed separately on the invoice.

b. Time Frame for Performance of Services

All Notices: Delivering Printed Notices to Post Office

The City requires all bills to be mailed to the customer within four (4) days from the initial release of data from the City. Each VENDOR must identify the mail float time from it's location to the CITY'S Concord, NH residents (Using First Class Pre-Sort).

Specific to the Real Estate Mailing Date

The mail date of the real estate bills must be set, by mutual agreement between the CITY and the VENDOR, prior to the printing of the bills. The due date is printed on the bills and is dependent on the mail date. The mail date must be strictly adhered to. If the mail date is not met and the bills have to be reprinted due to a change in due date, all additional costs must be borne by the VENDOR.

Specific to the Utility Billing Mailing Date

The City requires all utility statement bills to be mailed to the customer within 4 (four) days from the initial release of data from the City. For example, if a billing file is received by 5:00 PM on a Monday, then the bills must be stamped with a postmark of Thursday's date.

Specific to Payroll and Accounts Payable Checks and Envelopes

Payroll checks are issued weekly to employees who are not enrolled in our direct deposit program (approximately 190 per week (10,070/year) from the period of Jan 1, 2009 to Jan 1, 2010). These checks are blue in color and are from 8 1/2 x 11 stock paper with a security warning feature, one perforated fold (tear option) for the check area (3 1/2 x 8), white space for important payroll information and official bank endorsement section in the back of the check.

Accounts payable checks are issued weekly to vendors. We use approximately 7,000 checks per year. These checks are green in color and are from 8 1/2 x 11 stock paper with a security warning feature, one perforated fold (tear option) for the check (3 1/2 x 8), white space for important vendor invoice information and official bank endorsement section in the back of the check.

The City of Concord uses a window envelope to send out accounts payable checks and accounts receivable invoices. The (manual seal) envelope is 9 1/2 x 4 1/4 with a window area of 1 1/4 x 3 1/2 and our City address is printed in the left corner. We use approximately 20,000 per year.

Contract Dates

The contract is expected to be awarded by **April 1, 2010**. The successful vendor will start working under the contract by **July 1, 2010**. Testing will be performed between the award date and the start date. The length of the contract will be 3 years (**July 1, 2010 – June 30, 2013**), with the option to renew, upon mutual agreement, for up to three (3) one (1) year periods. **All prices submitted must be firm (and not subject to any price increases to include fuel surcharges) for the initial three (3) year period.**

c. CITY'S Project Managers

For Property Tax and Motor Vehicle questions contact Esaundra Gaudette, Deputy Treasurer/Deputy Tax Collector, (603) 230-3669, e-mail egaudette@concordnh.gov.

For Utility billing questions contact Robert McManus, Director, Office of Management & Budget, (603) 228-2737, e-mail rmcmanus@concordnh.gov.

The VENDOR must have in place it's own identity theft prevention program, consistent with the guidance of the red flag rules and vailidated by appropriate due diligence or be bound by the CITY'S identity theft policy.

10. PROPOSAL PREPARATION

In order to facilitate evaluation of the Proposals, the VENDOR is instructed to follow the outline below in responding. Proposals that do not follow the outline, or do not contain the required information may be considered as unresponsive Proposals. Additional and more detailed information may be annexed to the main body of the Proposal.

a. Company or Consultant Team Background Material

Information concerning the background, experience, and reputation of the VENDOR which is felt to be pertinent. Information must include, but not be limited to, the following:

- (1) A description of your company and its operations
- (2) Your customer service policies and procedures (to include response times to customer inquiries/problems)
- (3) Changes contemplated in the near future with respect to:
 - (a) Computer hardware software
 - (b) Mergers/downsizing/office relocations
 - (c) Product lines
- (4) Advisory capabilities with respect to
 - (a) Federal Postal Regulations and all USPS changes
 - (b) Current laws

b. Ability to Perform

The VENDOR will detail it's:

- (1) Understanding of and ability to meet the requirements of the this Request for Proposals
- (2) Familiarity with projects of this type

c. Local Knowledge

The VENDOR will demonstrate familiarity with the City of Concord.

d. Project Staffing

Individuals who will be assigned to work with the CITY will be identified, and a copy of each of their resumes will be provided. A Project Manager shall be identified who will serve as the City's principal contact person and liaison with the VENDOR for the duration of the contract

e. Backup Capability

Resumes will be included of individuals who would be assigned to the project in the event of an unexpected problem in manpower assignment.

f. VENDOR'S Experience

The VENDOR shall provide a list of previous (within the last 5 years) and current contracts, if any, awarded by a government agency or private party to the VENDOR which are considered identical or similar in scope of services discussed herein. The VENDOR must submit a list described above which shall include the following:

- (1) Contract duration, including dates;
- (2) Services performed;
- (3) Name, address and telephone number of contracting agency which may be contacted

for verification of all information submitted.

g. Work Program

The VENDOR shall submit a detailed project work program broken down by task. **See also paragraph 9a.**

h. Signature

The proposal shall be signed by an official authorized to bind the VENDOR and shall contain a statement to the effect that the proposal is a firm offer for a ninety (90) day period. The proposal shall also contain the following information: Name, title, address, and telephone number of the individual(s) with authority to contractually bind the company, and also who may be contacted during the period of proposal evaluation for the purpose of clarifying submitted information.

11. Compensation

The VENDOR shall complete the Proposal Sheet provided as part of this Request for Proposals. The prices provided must be firm for the initial three (3) year contract period (July 1, 2010 – June 30, 2013),

12. INSURANCE

Per attached sheets.

13. CONTRACT AWARD

Any contract entered into by the CITY shall be in response to the Proposal and subsequent discussions. The award shall be based on the following criteria:

- a. Adequate financial resources for performance, or ability to obtain such resources;
- b. Possession of the necessary experience, organization, technical and professional qualifications, skills and facilities;
- c. Ability to comply with proposed or required time of completion or performance, possession of a satisfactory record of performance;
- d. Adherence to the proposal specifications and submission of all documentation required of this proposal; and
- e. Cost

14. LIQUIDATED DAMAGES

The CITY and VENDOR recognize that time is of the essence for the requested services and that the CITY will suffer financial loss if the services are not completed within the time specified, plus any extensions thereof allowed in accordance with the specifications. The CITY and VENDOR also recognize the difficulties involved in proving, in a legal or arbitration proceeding, the actual revenue lost due to services not being completed within the specified time. Instead of

requiring any such proof the CITY and VENDOR agree that, not as a penalty, but as liquidated damages the VENDOR shall pay to the CITY:

- d. \$2,500 for each week (seven calendar days or any part thereof) that real estate bills are mailed late
- e. \$500 for each week (seven calendar days or any part thereof) that motor vehicle notices are mailed late
- f. \$4,000 for each week (seven calendar days or any part thereof) that utility bills are mailed late

A delay shall be determined by comparing the guaranteed number of days to mail a particular bill/notice (from delivery of the file(s) by the CITY to the VENDOR to the date the bills/notices are delivered by the VENDOR to the post office) against the actual number of days to mail a particular bill/notice (from delivery of the file(s) by the CITY to the VENDOR to the date the bills/notices are delivered by the VENDOR to the post office).

If the CITY'S Financial Institution experiences difficulties and increased processing time due to the above detailed delays, the VENDOR shall be responsible for reimbursing the CITY'S Financial Institution for any additional costs incurred.

PROPOSAL SUBMISSION CHECKLIST

In order to be considered responsive, each prospective vendor must submit the following documents as part of its proposal:

1. Proposal Statement (See Instructions for Proposers, Paragraph 10 a-h)
2. Proposal Sheet
3. Specifications Exception Form
4. Alternate Form W-9
5. City of Concord Indemnification Agreement

The successful vendor will be required to provide, prior to contract signing, its certificate(s) of insurance, meeting the minimum required types and levels of coverage, that names the City as an additional insured.

**CITY OF CONCORD, NEW HAMPSHIRE
PROPOSAL SHEET
RFP22-10, PRINTING AND MAILING SERVICES – REAL ESTATE AND UTILITY BILLS,
NOTICES AND MOTOR VEHICLE REGISTRATIONS**

<u>DESCRIPTION</u>	<u>MV COST</u>	<u>R.E. COST</u>	<u>UTILITY COST</u>	<u>FINANCE COST</u>
--------------------	--------------------	----------------------	-------------------------	-------------------------

I. Programming Set-up Costs for 2010:

A. Notice/Bill:	\$ _____	\$ _____	\$ _____	
B. Hourly Rate if City Changes Form:	\$ _____	\$ _____	\$ _____	
C. Hourly Rate for Programming Changes (If City requires future program enhancements)	\$ _____	\$ _____	\$ _____	

II. Pre-Printed Material Set-Up Costs:

Notice/Bill Stock Size	8.5 x 11 \$ _____	8.5 x 11 (2 sided) \$ _____	8.5 x 11 (2 sided) \$ _____	
Return Address Window Envelope:	\$ _____	\$ _____	\$ _____	\$ _____
Return Envelopes-Bar Code/FIM:	\$ _____	\$ _____	\$ _____	

Please provide cost per thousand for each item listed below (the letter indicates the Appendix):

A. Address Window Envelope:	D\$ _____	D\$ _____	F\$ _____	O\$ _____
B. Return Envelope-Bar Code/FIM:	C\$ _____	C\$ _____	C\$ _____	
C. Inserts:	\$ _____	H/H1\$ _____	\$ _____	
D. Preprinted Bills:	E\$ _____	A/A1\$ _____	J/J1\$ _____	
Return Envelopes for MV Labeled registration enclosed (approx 15,000/yr)	L\$ _____			
(1) Real Estate with 2 Runs: Nov 09 and May 10:		A/A1\$ _____		

City Provides Test Records at Contract Signing

Bank/City Signs Off on Test Documents Within Three (3) Weeks of Receipt

Vendor Receives Data by 5:00 PM

**B. Mail Float Time from Your Location
To Concord, NH Residents**

1. BE FIRM AND NOT SUBJECT TO ANY PRICE INCREASES, TO INCLUDE FUEL SURCHARGES, FOR THE INITIAL THREE (3) YEAR PERIOD;

METHOD OF AWARD. THE CITY'S PREFERENCE IS TO AWARD THIS CONTRACT TO A SINGLE VENDOR. HOWEVER, THE CITY RESERVES THE RIGHT TO AWARD THIS CONTRACT ON AN ITEM-BY-ITEM, GROUP-BY-GROUP OR ON A SINGLE VENDOR BASIS, WHICHEVER IS DEEMED TO BE IN THE BEST INTERESTS OF THE CITY.

THE UNDERSIGNED ACKNOWLEDGES:

1. THAT HE/SHE IS AN AUTHORIZED AGENT OF THE VENDOR
SUBMITTING THIS BID
2. THE RECEIPT OF THE FOLLOWING
ADDENDA
3. THE FIRM SUBMITTING THIS BID HAS NEVER DEFAULTED ON
ANY MUNICIPAL, STATE, FEDERAL OR PRIVATE CONTRACT

COMPANY: _____

SIGNED BY: _____

PRINTED OR TYPED NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

TOLL FREE NUMBER: _____ E-MAIL: _____

CELL PHONE NUMBER: _____ PAGER: _____

PRIMARY POINT OF CONTACT: _____

PAYMENT TERMS AND CONDITIONS: _____

LENGTH OF WARRANTY PERIOD: _____

WARRANTY COVERAGE, i.e. Parts, Labor, Travel: _____

PLEASE COMPLETE, SIGN AND RETURN TO:

The City of Concord
Douglas B. Ross, Purchasing Manager
Combined Operations & Maintenance Facility
311 North State Street
Concord, NH 03301
603-225-8530; 603-230-3656 (Fax)
dross@onconcord.com

Due Date/Time: February 23, 2010 Not Later Than 2:00 PM

CITY OF CONCORD, NEW HAMPSHIRE
SPECIFICATIONS EXCEPTION FORM

In the interest of fairness and sound business practice, it is mandatory that you state any exceptions taken by you to our specifications.

It should not be the responsibility of the City of Concord to ferret out information concerning the materials, which you intend to furnish.

If your bid/quotation does not meet all of our specifications you **must** so state in the space provided below:

Proposals on equipment, vehicles, supplies, service and materials not meeting specifications may be considered by the City, however, all deviations must be listed above.

If your proposal does not meet our specifications, and your exceptions are not listed above, the City of Concord may claim forfeiture on your proposal bond, if submitted.

Signed: _____

I DO meet specifications

Signed: _____

I DO NOT meet specifications as listed in this bid; exceptions are in the space provided.

Failure to submit this form with your RFP response may result in your Proposal being rejected as unresponsive.

Alternate Form
W-9
(rev 01/08)

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/ Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited Liability Company – Enter the tax classification (D=Disregard entity, C= Corporation, P= Partnership) ☐
☐ Other

Exempt from backup withholding ☐

Address (number, street, and apt. or suite no.)

City, state, and ZIP code

List account number(s) here (optional)

Requester's name and address (optional)

City of Concord
41 Green Street
Concord NH 03301

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). For other entities, it is your employer identification number (EIN).

Social Security number –

Employer identification number –

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number, and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN.

Sign Here Signature of U.S. Person

Date:

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. Pursuant to IRS Regulations, you must furnish your Taxpayer IRS Identification Number (TIN) to the City whether or not you are required to file tax returns. If this number is not provided, you may be subject to required withholding on each payment made to you. To avoid this withholding & to ensure that accurate tax information is reported to the IRS, **A RESPONSE IS REQUIRED.**

CITY OF CONCORD, NEW HAMPSHIRE

**THE FOLLOWING INDEMNIFICATION AGREEMENT SHALL BE, AND IS
HEREBY A
PROVISION OF ANY CONTRACT**

The successful contractor agrees to indemnify, investigate, protect, defend and save harmless the City, its officials, officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers and any other person, firm, or corporation furnishing or supplying work, services, materials or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any person, firm or corporation which may be injured or damaged by the contractor in the performance of this contract. In any case, the foregoing provisions concerning indemnification shall not be construed to indemnify the City for damage arising out of bodily injury to persons or damage to property caused by or resulting from the sole negligence of the City or its employees. This indemnification shall survive the expiration or early termination of this contract.

COMPANY_____

TAXPAYER IDENTIFICATION NUMBER_____

AUTHORIZED SIGNATURE_____

ADDRESS_____

TELEPHONE_____

TOLL-FREE NUMBER_____

FAX NUMBER_____

E-MAIL ADDRESS_____

Failure to submit this form with your RFP response may result in your Proposal being rejected as unresponsive.

City of Concord, New Hampshire
RFP22-10, Printing and Mailing Services
Real Estate and Utility Bills and Motor Vehicle Registrations
Insurance Requirements for All Contractors

Additional Coverage is Required if Checked **Minimum Limits Required**

Commercial General Liability

General Aggregate	\$2,000,000
Products-Completed Operations Agg.	\$2,000,000
Personal and Advertising	\$1,000,000
Each Occurrence Injury	\$1,000,000
Fire Damage (Any One Fire)	\$ 50,000
Medical Expense (Any One Person)	\$ 10,000

- ☐ Occurrence
☐ Claims Made

Additional Coverage to Include

- | | |
|---|----|
| <input type="checkbox"/> Owners & Contractors' Protective – Limit | NA |
| <input type="checkbox"/> Underground/Explosion and Collapse | |

Commercial Automobile Liability

Combined Single Limit	\$ 500,000
	\$1,000,000

- ☐ Any Auto, Symbol 1
☐ Include Employees as Insured

Additional Coverage to include:

- | | |
|---|----|
| <input type="checkbox"/> Garage Liability | NA |
| <input type="checkbox"/> Garage Keepers Legal Liability | NA |

Workers Compensation

NH Statutory including Employers Liability	
- Each Accident/Disease-Policy Limit/Disease-Each Employee	\$100,000/\$500,000/\$100,000

Commercial Umbrella

May be substituted for higher limits required above	\$1,000,000
<input checked="" type="checkbox"/> Follow Form Umbrella on ALL requested Coverage	

Other

- | | |
|---|----|
| <input type="checkbox"/> 1. Professional/Errors & Omissions | NA |
| <input type="checkbox"/> 2. Builders Risk – Renovation Form | |
| All Risk completed value form including Collapse | NA |
| Sublimit for Soft Cost Coverage | NA |
| <input type="checkbox"/> 3. Installation Floater (Equipment) | NA |
| <input type="checkbox"/> 4. Riggers Liability | NA |
| <input type="checkbox"/> 5. Environmental – Pollution Liability | NA |
| <input type="checkbox"/> 6. Aviation Liability | NA |
| <input type="checkbox"/> 7. Watercraft – Protection & Indemnity | NA |

(X) **The City of Concord must be named as Additional Insured**

NOTICE OF AWARD

Dated: _____

TO: _____

ADDRESS: _____

CITY PROJECT NO. RFP22-10

PROJECT: Printing and Mailing Services-Real Estate and Utility Bills, Notices and Motor Vehicle Registrations

CITY CONTRACT NO.: RFP22-10

CONTRACT FOR: Printing and Mailing Services-Real Estate and Utility Bills, Notices and Motor Vehicle Registrations

You are notified that your Proposal opened on February 23, 2010 for the above Contract has been considered and accepted for you to provide printing and mailing services for the City's real estate and utility bills, notices and motor vehicle registrations. All terms, conditions, specifications and prices shall be in accordance with our Request for Proposals (RFP22-10) and your response dated _____.

The Contract Prices of your contract shall be in accordance with the attached and shall remain firm and fixed for three (3) years: July 1, 2010 – June 30, 2013.

One original of the Agreement accompanies this Notice of Award.

You must comply with the following conditions precedent within ten (10) calendar days of the date of this Notice of Award, which is by _____. You must deliver to the **CITY**:

1. One fully executed counterpart of the Agreement.
2. Your insurance certificate, meeting the minimum required types and levels of coverage, naming the **CITY** as an additional insured.

Failure to comply with these conditions within the time specified will entitle the **CITY** to consider your proposal abandoned and to annul this Notice of Award.

Within ten (10) calendar days after you comply with those conditions, the **CITY** will return to you one fully signed counterpart of the Agreement.

CITY OF CONCORD, NEW HAMPSHIRE
(CITY)

BY

(AUTHORIZED SIGNATURE)

PURCHASING MANAGER
(TITLE)

Copy to FINANCE DEPARTMENT/COLLECTIONS DIVISION AND GENERAL SERVICES
DEPARTMENT

AGREEMENT

THIS AGREEMENT, made this _____ day of _____ by and between The City of Concord, New Hampshire, hereinafter called the "**CITY**" and _____ doing business as a _____ hereinafter called the "**VENDOR**".

WITNESSETH: That for and in consideration of the payments and agreements hereinafter mentioned:

1. The **VENDOR** shall commence and provide the printing and mailing services for the City's real estate and utility bills, notices and motor vehicle registrations. All terms, conditions, prices and specifications shall be in accordance with the **CITY'S** Request for Proposals (RFP22-10) and the **VENDOR'S** proposal response dated _____.
2. The **VENDOR** shall furnish all of the material, supplies, tools, equipment, labor and other services necessary to provide the printing and mailing services described herein.
3. The **VENDOR** will commence the work required by the **CONTRACT DOCUMENTS** on July 1, 2010. Completion time for this Agreement shall be June 30, 2013. This contract may be renewed, by mutual agreement, for up to three (3) additional one (1) year periods.
4. The **VENDOR** agrees to provide all the **SERVICES** described in the **CONTRACT DOCUMENTS** and comply with the terms therein for the fixed fee for services provided with the cost proposal submitted by the **VENDOR: SEE ATTACHED.**
5. The term "**CONTRACT DOCUMENTS**" means and includes the following:
 - (A) REQUEST FOR PROPOSALS RFP22-10 DATED _____
 - (B) RFP22-10 PROPOSAL RESPONSE DATED _____
 - (C) CITY OF CONCORD REQUIRED CONTRACT FORMS
 1. SPECIFICATIONS EXCEPTION FORM
 2. ALTERNATE FORM W-9
 3. INDEMNIFICATION AGREEMENT
 4. INSURANCE CERTIFICATE
 - (D) LETTER OF AWARD
 - (E) NOTICE OF AWARD
 - (F) AGREEMENT
 - (G) NOTICE TO PROCEED
 - (H) ADDENDUM NO. _____ DATED _____
 - (I) CITY OF CONCORD PURCHASE ORDER
6. The **CITY** will pay the **VENDOR**, in the manner and at such times as set forth in the General Terms and Conditions, such amounts as required by the **CONTRACT DOCUMENTS**. Liquidated Damages shall be in accordance with the Instructions for Proposers.
7. This Agreement shall be binding upon all parties hereto and their respective heirs, executors, administrators, successors, and assigns.

IN WITNESS HEREOF, the parties hereto have executed, or caused to be executed by their duly authorized officials, this Agreement in one (1) original.

CITY:

CITY OF CONCORD, NEW HAMPSHIRE

BY _____

Name Douglas B. Ross, Purchasing Manager

(SEAL)

ATTEST:

Name _____

Title _____

CONTRACTOR:

By _____

Name _____

(Please Type)

Address _____

(SEAL)

ATTEST:

Name _____

(Please Type)

NOTICE TO PROCEED

Dated: _____

TO: _____

ADDRESS: _____

CITY PROJECT NO. RFP22-10

PROJECT: Printing and Mailing Services-Real Estate and Utility Bills, Notices and Motor Vehicle Registrations

CITY CONTRACT NO.: RFP22-10

CONTRACT FOR: Printing and Mailing Services-Real Estate and Utility Bills, Notices and Motor Vehicle Registrations

You are notified that the Contract Time under the above contract will commence to run on July 1, 2010. By that date, you are to start performing your obligations under the Contract Documents. In accordance with the Agreement, the contract shall be for a three (3) year period: July 1, 2010 - June 30, 2013. By mutual agreement, the contract may be renewed for up to three (3) additional one (1) year periods.

CITY OF CONCORD, NEW HAMPSHIRE
(CITY)

BY

(AUTHORIZED SIGNATURE)

PURCHASING MANAGER
(TITLE)

Copy to FINANCE DEPARTMENT/COLLECTIONS DIVISION AND GENERAL SERVICES
DEPARTMENT

City of Concord,
New Hampshire



Finance Department

Purchasing Division

COMBINED OPERATIONS & MAINTENANCE FACILITY

311 NORTH STATE STREET, CONCORD, NH 03301

(603)225-8530; FAX(603)230-3656

www.onconcord.com

Reference: RFP22-10

If you choose not to propose, please complete the questionnaire below and return it with your response by the proposal opening date. Your assistance in helping us to analyze no proposal rationale is very much appreciated. Thank you.

* * * * No Proposal Questionnaire * * * *

A no proposal is submitted in reply to the City of Concord for RFP22-10: Printing and Mailing Services- Real Estate and Utility Bills, Notices and Motor Vehicle Registrations, for the following reasons:

- _____ Item/Service not supplied by our company.
- _____ Proposal specification (give reason(s), e.g., too restricted, not clear, etc.):
- _____ Profit margin on municipal proposals too low.
- _____ Past experience with City of Concord (give specifics, e.g., payment delay, proposal process, administrative problems, etc) _____
- _____ Insufficient time allowed to prepare and respond to proposal request.
- _____ Proposal requirement too large _____ or too small _____ for our company.
- _____ Priority of other business opportunities limit time/other resources available to deliver or perform according to proposal specifications.
- _____ Other reason(s), please specify: _____
- _____
- _____

.....

Company Name and Address: _____

Phone: () _____

(Signature)

(Typed/Printed Name & Title)

PROPOSAL EVALUATION FORM

FIRM: _____ DATE: _____

PROJECT: RFP22-10, PRINTING AND MAILING SERVICES

DEPARTMENT/DIVISION: Finance and General Services Departments

RATING CATEGORY		WEIGHT	RATING	SCORE
<u>Proposal:</u>	Meets Stated Requirements-Submitted All Required Documents	5		
	Work Program and Ability to Meet City Schedule	15		
	Cost	15		
<u>Vendor:</u>	Relevant Experience	10		
	Qualifications, Financial Resources, Staffing	10		
	Record of Satisfactory Performance	10		
Total:				

Rating Scale: Rate Each Category on a Score of 0-10 - Unacceptable 0, Average 5, Excellent 10

Score: Multiply the Weight by the Rating to determine the Score for each Category. Add the Scores for all Categories to determine the Total Score. The vendor with the highest Total Score is awarded the contract.

CITY OF CONCORD, NEW HAMPSHIRE REAL ESTATE TAX BILL

Collection Office, 41 Green St., Concord, NH 03301

Payment Remittance: P.O. Box 9582, Manchester, NH 03108-9582

TO:

ASSESSMENT INFORMATION

TAX RATE/CALCULATIONS

BILLING INFORMATION
(603) 225-8540

MAILED ON:

*Detach at perforation above and mail this remittance coupon with your**payment.*

City of Concord, P.O. Box 9582, Manchester, NH 03108-9582

Coupon

Please verify your mailing address below. If it is incorrect, kindly write your current address and sign your name below.

Street: _____

City, State, Zip: _____

Signature: _____

Location: _____

Tax Due
Less payments rec'd by
Bill printed

Amount Due

Account Number:

***Please note that payments are applied to oldest unpaid taxes first.
If this is not your intent, you must come in to the office to pay.****Detach at perforation above and mail this remittance coupon with your**payment.*

City of Concord, P.O. Box 9582, Manchester, NH 03108-9582

Coupon

Please verify your mailing address below. If it is incorrect, kindly write your current address and sign your name below.

Street: _____

City, State, Zip: _____

Signature: _____

Location: _____

Tax Due
Less payments rec'd by
Bill printed

Amount Due

Account Number:

***Please note that payments are applied to oldest unpaid taxes first.
If this is not your intent, you must come in to the office to pay.***

NOTICE TO TAXPAYERS

For questions about your bill, contact the Collections office at (603) 225-8540. Tax bills are mailed in May and November and each bill has two coupons. Tax due dates are July 1st, October 1st, January 2nd and March 31st. Unpaid taxes are subject to 12% interest.

NOTICE OF TAX DELINQUENCIES (ARREARAGES) AND UNREDEEMED TAX LIENS, CITY OF CONCORD: Tax liens for the elderly and disabled are not included in the billing information section. Delinquent taxes are subject to 12% interest per annum if paid after the due date. Interest increases to 18% per annum upon lien execution. The 2007 real estate levy was liened on May 14, 2008. Pursuant to RSA 80:38, if full redemption of the outstanding tax lien, including statutory interest and costs thereon, is not made by the tax deed date of May 17, 2010, a tax deed will be issued to the City. We expect to mail certified notices after April 7, 2010 for outstanding taxes due from April 1, 2009 through March 31, 2010. The owners who are sent a certified notice will incur additional costs.

Taxpayers requiring information about Assessments, ownership changes, or changes to mailing address, should contact the Assessing Office at (603) 225-8550. Bills are mailed to the owners at the last known address of the person taxed as of April 1st or present owner, if known.

YOUR RIGHTS TO TAX RELIEF

I. Tax Exemptions for the Elderly, Blind, and for Veterans: You may have the right to apply for various forms of tax relief which have been adopted by the City. These include: (a) The Veteran's Credit authorized by RSA 72:28; (b) The Elderly Exemption for those 65 and older authorized by RSA 72:39-a; there are income and asset limitations; (c) The surviving spouse of a person who was killed or died while on active duty authorized by RSA 72:29-a; (d) Honorably discharged veteran with a total and permanent

service-connected disability authorized by RSA 72:35; (e) The exemption for the blind authorized by RSA 73:37. **A. How to apply:** You must file a permanent application with the Assessor's Office on or before April 15th. **B. Appeal Rights:** If your request for a credit or exemption is denied, you can appeal in writing to 1.) NH Board of Tax and Land Appeals, 107 Pleasant Street, Concord, New Hampshire 03301; or 2.) The Superior Court. **C. Appeal Deadline:** The deadline for filing an appeal with the NH Board of Tax and Land Appeals or Superior Court is September 1st per RSA 72:34-a.

II. Tax Deferrals for Elderly and Disabled: Applicant must be at least 65 years of age or eligible under the Federal Social Security Act for benefits to the disabled; and live in your home which you have owned for at least 5 years. If granted the deferral, in lieu of paying property taxes, a lien is given to the city for the amount of the taxes plus 5% simple interest. **A. How to apply:** Applications must be filed with the Assessor's Office on or before March 1st. You must reapply each year RSA 72:38-a. You may also have the right to apply for other forms of tax relief which have been adopted by the City. **B. Appeal Rights:** See I. B. & C. Above.

III. Tax Abatements: An abatement may be granted due to (a) incorrect assessment, (b) disproportionate assessment, (c) poverty, or (d) other good cause. **A. How to apply:** You must apply in writing to the Board of Assessors following receipt of the final tax bill with the quarterly due dates of January 2nd, and March 31st. The deadline for filing for an abatement is March 1st. Abatement applications are available at the Assessor's office after December 1st RSA 76:1-a & 76:16. **B. Appeal Rights:** If the Assessors deny your request or you have no response by July 1st you can appeal in writing to: 1.) N.H. Board of Tax and Land Appeals, 107 Pleasant Street, Concord, NH 03301 per RSA 76:16-a; or 2.) the Superior Court. 3.) The deadline for filing an appeal with the NH Board of Tax and Land Appeals or Superior Court is September 1st per RSA 76:17.

APPENDIX B

CITY OF CONCORD, NEW HAMPSHIRE REAL ESTATE TAX BILL

Collection Office, 41 Green St., Concord, NH 03301

Payment Remittance: P.O. Box 9582, Manchester, NH 03108-9582

TO:

CONCORD, NH 03301

ASSESSMENT INFORMATION		TAX RATE/CALCULATIONS		BILLING INFORMATION (603) 225-8540	MAILED ON: 11/20/2009
Account Number: 100063		City 7.4900	3,526.29	Past Due-Prior Tax Years: **	0.00
Location: [REDACTED]		County 2.6900	1,266.45	Past Due-Current Tax Year: *	0.00
Map, Block, Lot: 98/2/47		Local Ed 9.1400	4,303.11	Total Delinquent Taxes:	0.00
		State Ed 2.3500	1,106.38	Past due amounts do not include interest or costs. For payoff amounts contact the Collection office at 225-8540.	
		Total * 21.6700			
Land Value 137,800.00		Gross Tax	10,202.23	2009 Real Estate Tax	
Building Value 333,000.00		Less Credits 0.00		Tax Due 1/02/2010	2,727.36
Total Value 470,800.00		Annual Tax** 10,202.23		Less Payments Processed by 11/16/2009	0.00
Total Exemptions 0.00				Amount Due 1/02/2010	2,727.36
Taxable Value 470,800.00					
Veteran's Credit* 0.00		Less:		Tax Due 3/31/2010	2,727.33
Exemptions 0.00		October 2,373.77		Less Payments Processed by 11/16/2009	0.00
Elderly 0.00		July 2,373.77		Amount Due 3/31/2010	2,727.33
Blind 0.00					
*1/2 vet credit-May billing only		*1/2 Last Year's Final Rate		*Amounts outstanding after the due dates incur 12% interest.	
*Total credit amount is shown on		May billing only		**Amounts outstanding after lien incur 18% interest.	
November bill		**1/2 estimated annual tax			
		May billing only			

Detach at perforation above and mail this remittance coupon with your **March** payment.

City of Concord, P.O. Box 9582, Manchester, NH 03108-9582

Coupon

Please verify your mailing address below. If it is incorrect, kindly write your current address and sign your name below.

Street: _____

City, State, Zip: _____

Signature: _____

Location: [REDACTED]

CONCORD, NH 03301

Tax Due	3/31/2010	2,727.33
Less payments rec'd by	11/16/2009	0.00
Bill printed	11/20/2009	

Amount Due 3/31/2010 2,727.33

Account Number: 100063

***Please note that payments are applied to oldest unpaid taxes first.
If this is not your intent, you must come in to the office to pay. ***

01 0000100063 7 03312010 2009 0000000000 0000272733 0000272733 4

Detach at perforation above and mail this remittance coupon with your **January** payment.

City of Concord, P.O. Box 9582, Manchester, NH 03108-9582

Coupon

Please verify your mailing address below. If it is incorrect, kindly write your current address and sign your name below.

Street: _____

City, State, Zip: _____

Signature: _____

Location: [REDACTED]

CONCORD, NH 03301

|||||

Tax Due	1/02/2010	2,727.36
Less payments rec'd by	11/16/2009	0.00
Bill printed	11/20/2009	

Amount Due 1/02/2010 2,727.36

Account Number: 100063

***Please note that payments are applied to oldest unpaid taxes first.
If this is not your intent, you must come in to the office to pay. ***

01 0000100063 7 01022010 2009 0000272736 0000000000 0000272736 0

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service-connected disability authorized by RSA 72:33; (e) The exemption for the blind authorized by RSA 73:37. A. How to apply: You must file a permanent application with the Assessor's Office on or before April 15th. B. Appeal Rights: If your request for a credit or exemption is denied, you can appeal in writing to 1.) NH Board of Tax and Land Appeals, 107 Pleasant Street, Concord, New Hampshire 03301; or 2.) The Superior Court. C. Appeal Deadline: The deadline for filing an appeal with the NH Board of Tax and Land Appeals or Superior Court is September 1st per RSA 72:34-a.

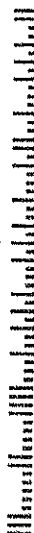
II. Tax Deferrals for Elderly and Disabled: Applicant must be at least 65 years of age or eligible under the Federal Social Security Act for benefits to the disabled; and live in your home which you have owned for at least 5 years. If granted the deferral, in lieu of paying property taxes, a lien is given to the city for the amount of the taxes plus 5% simple interest. A. How to apply: Applications must be filed with the Assessor's Office on or before March 1st. You must reapply each year RSA 72:38-a. You may also have the right to apply for other forms of tax relief which have been adopted by the City. B. Appeal Rights: See I. B. & C. Above.

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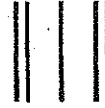
APPENDIX C, REAL ESTATE TAX BILL RETURN ENVELOPE

Postage
Required
Post Office will
not deliver
without proper
postage.

CITY OF CONCORD / COLLECTIONS OFFICE
CITY COLLECTOR / CONCORD NH
PO BOX 9582
MANCHESTER NH 03108-9582



APPENDIX C, UTILITY BILL RETURN ENVELOPE



Postage
Required
Post Office wi
not deliver
without prope
postage.

CITY OF CONCORD
PO BOX 9622
MANCHESTER NH 03108-9622



11

.....

Postage
Required
Post Office will
not deliver
without proper
postage.

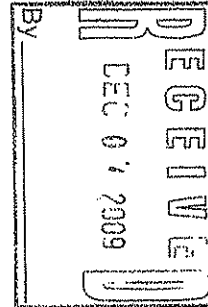
[illegible]

APPENDIX D, REAL ESTATE TAX BILL MAILING ENVELOPE

City of Concord
Collection Office
41 Green Street
Concord, NH 03301-4255

Important: Tax Bill Enclosed

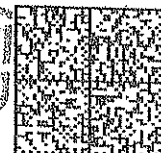
Address Service Requested



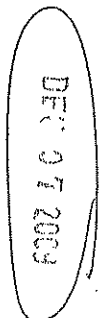
0330104255



PRESORTED
FIRST CLASS



NOV 25 2009
ZIP 03301
2745805

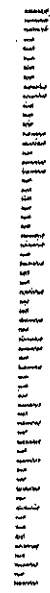


CITY OF CONCORD
ASSISTANT CITY MANAGER

NIXIE 091 DE 1 00 12/02/09

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 03301422599 *1704-09062-02-20



City of Concord
Collection Office
41 Green Street
Concord, NH 03301-4255

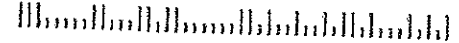
RETURN SERVICE
REQUESTED



PRESORTED
FIRST CLASS

031 DFE 1 BOSC
RETURN TO SENDER
SMITH' GEORGE
MOVED LEFT NO ADDRESS
UNABLE TO FORWARD
RETURN TO SENDER
BC: 03301429599 *1704-C

03301@4295



City of Concord

MOTOR VEHICLE RENEWAL NOTICE

Treasury Office: 41 Green Street • Concord, NH 03301 • Phone: (603) 225-8540
Office Hours: Monday to Friday 8:00 a.m. to 4:15 p.m.

This renewal notice is only valid for Concord or Penacook residents. If you have moved out of Concord/Penacook or sold this vehicle, please discard this renewal notice.

Legal Address: 1 WEST ST APT 2 CONCORD NH 03301

I hereby swear, under penalty of perjury, that my permanent established domicile, according to RSA 21:6-A, is at the above address and that the information above is true to the best of my knowledge and belief.

CONCORD, NH 03301

955

VEHICLE ACCOUNT NUMBER
875



Payment Options

- Option 1** Complete both City and State portion of your registration. To complete this process for both City and State, please return the coupon with a check payable to **City of Concord - M.V. for \$135.20** to P.O. Box 9582, Manchester, NH 03108-9582. Your registration will be renewed and then validated by the City and mailed back to you within 5 business days with your license plate decals.
- Option 2** Complete only the City portion of your registration. If you choose to pay only the City fee at this time and plan on going to the State of New Hampshire Division of Motor Vehicles to complete the registration, please return the coupon with a check payable to City of Concord - M.V. for only the **City of Concord fee of \$59.00** (which does not include the \$3.00 Municipal Agent Fee) to P.O. Box 9582, Manchester, NH 03108-9582. Your registration will be renewed and mailed back to you within 5 business days WITHOUT the State validation and plate decals. You will then need to complete the registration at the State of New Hampshire DMV office.

!!!PLEASE NOTE!!!

Effective July 1, 2009, The Municipal Agent fee is increasing from \$2.50 to \$3.00



VEHICLE ACCOUNT NUMBER	875
City of Concord Fee (Option 2)	\$59.00
Municipal Agent Fee	\$3.00
State of New Hampshire Fee	\$73.20
Total for both City and State Fee (Option 1)	\$135.20

To register by mail, verify the information below, detach the coupon and mail with one check payable to City of Concord.

City of Concord

MOTOR VEHICLE RENEWAL NOTICE

Mail To: City of Concord - M.V., P.O. Box 9582, Manchester, NH 03108-9582

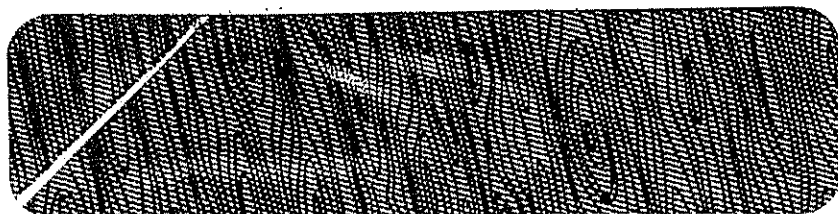
SMITH GEORGE F

Plate Number [REDACTED]	Type of Plate PASS	Expiration Date 12/31/2010	Color GRN
Model Year; Make; Model 1992; MERCURY; COUGAR			Vehicle Account Number 875
Gross Weight 4064	Body Style 2DSED	Vehicle Identification 1MEPM6042NH625550	List Price 16500
PAYABLE TO CITY OF CONCORD			\$135.20

03 0000000875 5 12312010 2312 0000000000 0000000000 0000013520 2



CITY OF CONCORD
GENERAL SERVICES DEPARTMENT
311 N. STATE STREET
CONCORD, NH 03301



APPENDIX G



Postage
Required
Post Office
not deliver
without pre
paid postage

GENERAL SERVICES DEPT
CITY OF CONCORD NH
311 N STATE ST
CONCORD NH 03301-3228



4/17/2013

The top third of the bill (illustrated below) contains all the information upon which the two final quarterly bills are based. These quarterly bills are calculated by multiplying the **Total Taxable Value** times the **Total Tax Rate** per \$1000 of assessed value, which gives you the **Actual Gross Annual Tax**. Subtract any veteran's credit if listed and the **July and October estimated bills**. Dividing the remainder in half, this yields the January 2, 2004 and March 31, 2004 quarterly tax payments. The tax rate has not been set as of the date that this insert was printed. The rate in the example is the 2002 Concord rate, used for explanation purposes only. The tax rate on your bill will be the actual 2003 rate.

CITY OF CONCORD NEW HAMPSHIRE REAL ESTATE TAX BILL					
Collection Office, 41 Green St., Concord, NH 03301 Payment remittance, PO Box 9582, Manchester, NH 03108-9582					
Note: Information below is for explanation purposes only and does not represent any specific property or tax rates.					
ASSESSMENT INFORMATION		Total Tax Rate	BILLING INFORMATION		
Assessor's Office Phone Number: 603-224-1557		Office Hours: 8:00 AM - 4:30 PM	Collector's Office Phone Number: 603-225-8540		
(Example for Concord)					
Account Number:	99999	City	\$ 9.90	Past Due Levies** 2001 and prior	\$999,999.99
Location:	12345 Loudon Rd	County	2.41	Past Due Levy** 2002	999,999.99
Map,Block,Lot:	11, 1, 24	School-Local	9.73	Past Due Levy* July 1, 2003	999,999.99
		School-State	5.36	Past Due Levy* October 1, 2003	999,999.99
		Total	26.40	Tax Due on Delinquent Levies	999,999.99
Land Value	20,000			<u>2003 REAL ESTATE LEVY</u>	
Building Value	100,000	Gross Tax	1056.00	Tax Due 1/2/2004*	\$242.10
Total Value	120,000	Less Credits:	50.00	Less payments processed by 11/15/03	0.00
Total Exemptions	80,000	Annual Tax	1006.00	Amount Due 1/2/2004*	\$242.10
Taxable Value	40,000	Levy, July	(260.90)		
		and October	(260.90)	Tax Due 3/31/2004	\$242.10
Veterans Credit	50	x 1%	484.20	Less payments processed by 11/15/03	0.00
Exemption(s)	80,000	January & March	242.10	Amount Due 3/31/2004*	\$242.10
(field descrip)					

* Amounts outstanding after the due date incur a 12% interest ** Amount outstanding after billing incurs 18% interest

**Total
Taxable
Value**

Actual
2003
Tax

January and March Bills

For your convenience, if you don't escrow taxes, two remittance envelopes are contained in this mailing to make your quarterly payments through the City's lock box. This process speeds credit to your account and simplifies handling. Please place your check in an envelope along with the proper remittance coupon (one for January 2 or March 31, depending on which payment is due). It is a good idea to note your tax account number on your check. Envelopes can be mailed (be certain to add the correct postage), placed in the payment box located in the lobby of City Hall, or, after office hours, placed in the mail slot in the front door of City Hall.

No more searching for a parking spot or waiting in line!! For your convenience you can now pay your property tax bills electronically 24 hours a day seven days a week. Log onto www.onecord.com then click on the **Property Taxes** link. Follow the simple instructions. If you prefer, you can pay by phone by dialing 1-800-615-9507 and following the instructions. You will need your bank ABA and checking account numbers, which can be found on your checks. There will be a small convenience fee for this service. Check out our electronic payment options for motor vehicle renewals and water bills using credit cards. Convenience fees will be charged. Watch for additional payment options coming soon.

11/20/2003

ASSESSMENT DATA ON THE WEB

Information regarding assessments, the assessment process, the abatement process, elderly and blind property exemptions, and veteran's tax credits may be found on the City's web site on the Assessing Department page. You may even research other assessments and property transactions with the on-line database. The web address is <http://www.onconcord.com>. Click on the Assessing Department on the left hand side.

GENERAL PROPERTY TAX INFORMATION

Your property tax pays for Concord municipal services, County of Merrimack services, the Concord and Merrimack Valley School District services, and a statewide property tax. The City bills and collects taxes for all these entities even though the City Council only sets the tax rate for the municipal portion of the bill. Separate governing bodies control other portions of the tax bill. If you have questions about the budgets and services covered by your bill, the people to contact are:

Billing issues	Collection Office	225-8540
Assessing issues	Assessing Office	225-8550
City of Concord	Duncan R. Ballantyne	City Manager 225-8570
Concord Union School District	Christine Rath	Superintendent 225-0811
Merrimack Valley Schools	Michael Martin	Superintendent 753-6561
County of Merrimack	Kathleen Bateson	Administrator 228-0331
State Dept of Revenue Admin.		271-2191

TAX LIENING INFORMATION**Notice of Tax Delinquencies (arrearages) and Unredeemed Tax Liens (sales)**

Previously liened or past due real estate taxes (if any) are identified in the **BILLING INFORMATION** box located at the right hand side of the top third of the tax bill enclosed with this notice. Interest on the past due July 1 or October 1, 2003 tax bills is at 12% per annum after the due date. Interest on liened taxes is at the annual rate of 18%. Interest is chargeable at that rate from May 14, 2002 on liened 2001 taxes and from May 14, 2003 on liened 2002 taxes. Past due or liened taxes for years prior to 2001 are included in the 2001 and prior total.

Interest on the two preliminary and final quarterly tax bills will be charged at 12% per annum after the due dates. Any 2003 taxes unpaid after the final due date of March 31, 2004 will be subject to the lien process. A certified letter, which incurs additional costs, is expected to be mailed to property owners whose 2003 taxes have not been received by the City by April 5, 2004.

Payments on any liened, past due or current real estate accounts can be made between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday excluding Holidays at the office of the Tax Collector, 1st Floor City Hall, 41 Green St., Concord, NH 03301-4255. Please call the office at 603-225-8540 in order to obtain actual interest and cost amounts to the date of payment. Payments can also be made online or by telephone following the instructions on the front of this sheet. The Collections office can also be reached by e-mail at collection@onconcord.com. Please allow one business day for a response. For further information, please visit us on the web at www.onconcord.com.

HOLIDAY SCHEDULE

Christmas Day	Thursday, December 25, 2003	Labor Day	Monday, September 6, 2004
New Year's Day	Thursday, January 1, 2004	Columbus Day	Monday, October 11, 2004
Martin Luther King Day	Monday, January 19, 2004	Veteran's Day	Thursday, November 11, 2004
President's Day	Monday, February 16, 2004	Thanksgiving Day	Thursday, November 25, 2004
Memorial Day	Monday, May 31, 2004	Day after Thanksgiving	Friday, November 26, 2004
Fourth of July	Monday, July 5, 2004	Christmas Day	Friday, December 24, 2004

Please check the reverse of this mailing for other important information.

APPENDIX I

CITY OF CONCORD

GENERAL SERVICES DEPT.
311 N. STATE STREET
CONCORD, NH 03301
603-225-8693

For Customer Service Information,
Please See Reverse Side.

ACCOUNT NUMBER	350404-001	SERVICE ADDRESS	[REDACTED]
		TOWN	Concord
BILLING DATE	11/30/2009	CLASS	Residential
		NAME ON ACCOUNT	[REDACTED]

METER NUMBER(S)	PREVIOUS		PRESENT		CONSUMPTION		DESCRIPTION
	DATE	PREVIOUS READING	READ CODE	DATE	PRESENT READING	READ CODE	
78406584	11/03/2009	510	M_Est	11/19/2009	510	AMR	0 5/8 x 3/4 inch

PREVIOUS ACTIVITY

Previous Balance	\$128.27
Late Fee	\$0.91
Payments	-\$68.00
Adjustments	\$0.00

Balance At Billing	\$61.18
--------------------	---------

CURRENT ACTIVITY

Water	\$6.15
Availability Fee	\$3.53
Sewer	\$10.86

Total Current Charges	\$20.54
-----------------------	---------

Balance Due	\$81.72
-------------	---------

SEE REVERSE SIDE FOR
PAYMENT OPTIONS

TOTAL CHARGES DUE**BY****12/30/2009****\$81.72**

PLEASE DETACH STUB AND REMIT WITH PAYMENT



CITY OF CONCORD
GENERAL SERVICES DEPARTMENT
311 N. STATE STREET
CONCORD, NH 03301

UTILITY BILLING

BILLING DATE	11/30/2009	TOTAL AMOUNT DUE	\$81.72
DUE DATE	12/30/2009		

2474

CUSTOMER
BILLING
ADDRESS

CONCORD, NH 03301

AMOUNT REMITTED \$ _____

ACCOUNT NUMBER 350404-001



02 0350404001 9 00000000 0000 0000000000 0000000000 0000008172 9

GENERAL INFORMATION

Water and Sewer charges are based on metered consumption using rates approved by the City Council.

Availability Charge - Covers the cost of providing system standby capacity to supply quantities of water for fire fighting purposes which are in excess of ordinary consumption needs.

Late Payment Charge - Assessed at 1 1/2% of previous unpaid balances.

CCF = 100 cubic feet or 748 gallons.

We have included a return envelope with this invoice for your convenience.

WALK IN OR MAIL PAYMENT CENTERS

General Services
Combined Operations/Maintenance Facility
311 N. State Street
Concord, NH 03301
After hours drop box available

City Hall
Collections Office
41 Green Street
Concord, NH 03301
After hours drop box available

E-Z Pay - An Automatic Payment Plan. See www.onconcord.com or call 603-225-8693 for more details.

OTHER PAYMENT OPTIONS

Pay your Utility Bills 24 hours a day, 7 days a week online at www.onconcord.com or pay by phone at 1-800-615-9507. Checks, credit and debit cards accepted. A nominal convenience fee will apply.

BUSINESS ADDRESS FOR CORRESPONDENCE

City of Concord
General Services Department
Attention: Utility Billing
311 N. State Street
Concord, NH 03301

BILLING DATE		TOTAL AMOUNT DUE	
DUE DATE			

GENERAL INFORMATION

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City of Concord
General Services Department
Attention: Utility Billing
311 N. State Street
Concord, NH 03301

APPENDIX L

CITY OF CONCORD
Collection Office
41 Green Street
Concord, NH 03301

2 9/16"

REGISTRATION ENCLOSED

1"

3 15/16"

1/2"

APPENDIX M, PAYROLL CHECK--FRONT

X VOID

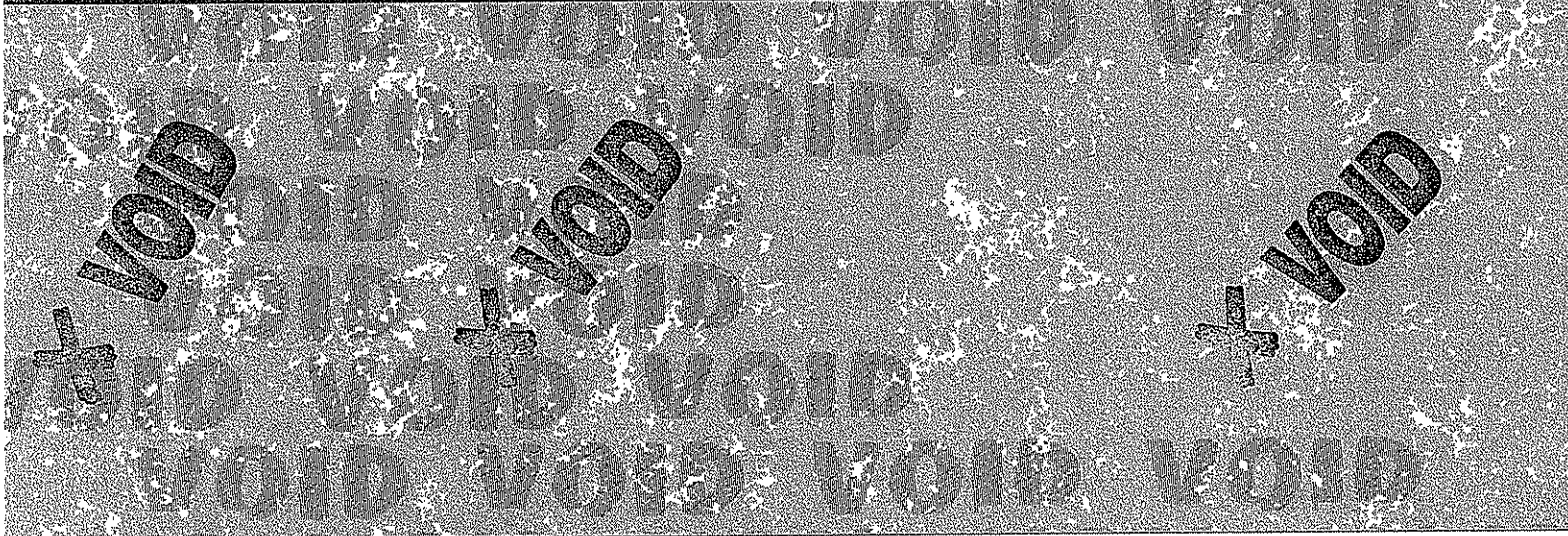
X VOID

X VOID

X VOID

X VOID

SECURITY WARNING: THE FACE OF THIS DOCUMENT FEATURES A COLORED BACKGROUND AND MICROPRINT BORDERS. THE REVERSE SIDE FEATURES A WATERMARK.



ENDORSE HERE
X

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE*

ORIGINAL
DOCUMENT

The security features listed below, as well as those not listed, exceed industry guidelines. Absence of these features may indicate alteration.

Security Screen:	Absent in "Original Document" Verilarge on back of check
Micro-Peeling - "Tap"	Small type under endorsement area and surrounding
Chemically Sensitive Paper:	Printed Security may appear faintest if copied or scanned.
Fluorescent Fibers:	Appearance of brown and/or blue tints may indicate alterations.
Watermark:	Irishish embossed exposure to ultraviolet light.
	Absence may indicate alteration.

APPENDIX N, ACCOUNTS PAYABLE CHECK-FRONT

X VOID

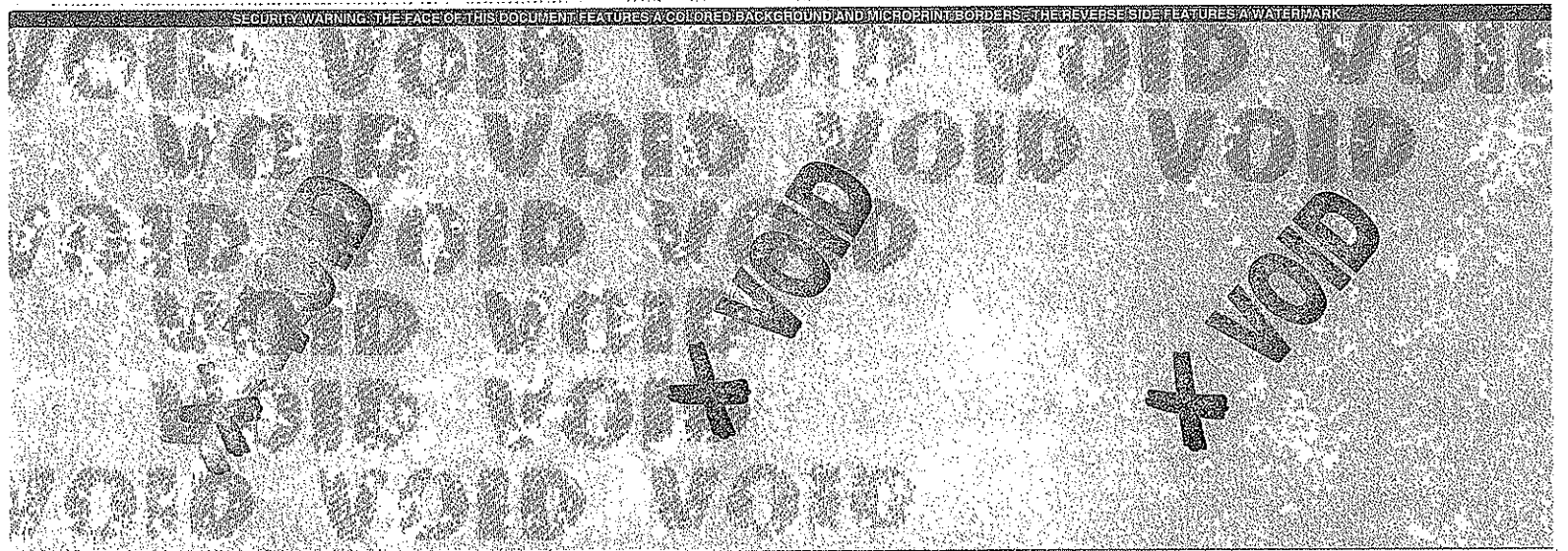
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X VOID



APPENDIX N, ACCOUNTS PAYABLE CHECK-BACK

ENDORSE HERE
X

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
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ORIGINAL
DOCUMENT

The security features listed below, as well as those not listed, exceed industry guidelines. Absence of these features may indicate alteration.

Security Features:

- Microprinting - "MP"
- Chemically Sensitive Paper
- Fluorescent Fibers
- Security Features: Absence of "Original Document" markings on back of check
- Small type, under endorsement area and surrounding
- Portrait, Security lines appear blurring if copied or scanned.
- Appearance of faces and of blue ink may indicate alteration.
- Intense colors appear to intensify light.

CITY OF CONCORD

FINANCE DEPARTMENT

41 GREEN STREET 311 NORTH STATE STREET

CONCORD, NH 03301-4255

